

IN THE ABSTRACT:

Please replace the Abstract with the following:

- - Coordination of information at the network-based level between call centers connectable over a telecommunications network, such as the telephone network, and a packet network, such as the Internet, creates improved integration of and bonding between a customer's interaction with a Web site and with a call center. Information about the customer and the customer's Web interaction are delivered to the call center agent along with the call, leading to increased productivity and efficiency in call handling as well as improved call routing. Calls may be routed to existing call centers based upon information from the Web experience, and information from the user's Web interaction is shared with the call center. Web interaction information is passed to existing call centers using known call center external control methods, such as DNIS signaling. Information about the Web experience may also be "whispered" to the call center agent, and an agent may "push" Web pages for review by the customer. As a result, customer acquisition and sales tools more powerful than a mere click-to-callback tool can be made available with a combined marketing approach using the Web and call centers. - -

IN THE CLAIMS:

Please cancel claim 1-38 without prejudice to or disclaimer of the underlying subject matter, and replace them with new claims 39-52.

--39. (NEW) A method of correlating information between a call center associated with a subscriber and a packet network linked in an interactive communication session with a user, comprising:

receiving over the packet network at a network service platform information corresponding to at least one characteristic of the interactive communication session;

communicating by the network service platform information corresponding to at least one characteristic of the interactive communication session to the call center over a telecommunications network;

based on the at least one characteristic, establishing a telecommunications session between the user and the call center over the telecommunication network;

receiving a page push signal at the network service platform, the page push signal corresponding